

# *Public Health Performance Management Centers for Excellence*

2013 Quality Improvement Grantees  
Learning Congress

September 23, 2013

Septic System Permitting  
Process Improvement

Grant County Health District

Ryan Brimacombe and Todd Phillips

# *Public Health Performance Management Centers for Excellence*

## Grant County

- Total population: 91,723
- 46% residing in unincorporated areas
- 22 FTEs, \$2,057,486 annual budget.
- 3rd or 4th QI project, 1<sup>st</sup> EH



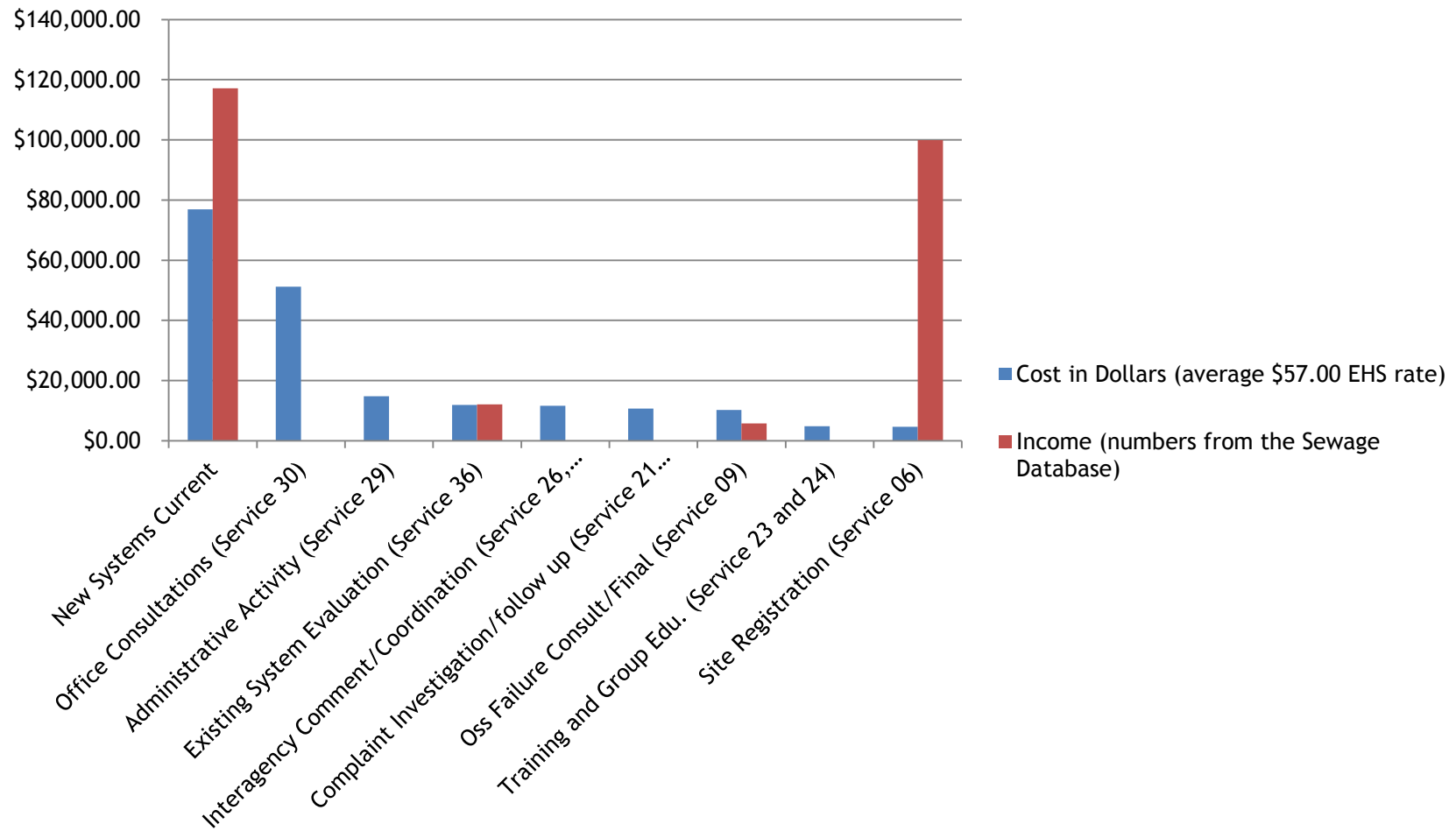
Date on slide master

# Project Team

- Ryan Brimacombe, Accountant
- Heidi Hawkins, PHA III, OSS Lead
- Jeff Ketchel, Administrator and EH Director
- Jon Ness, EHS III, OSS Lead
- Todd Phillips, EH Program Facilitator



# Project Identification



# *Public Health Performance Management Centers for Excellence*

## AIM Statement

Decrease average number of trackable  
EHS minutes per new septic permit from  
215 to 139 by August 1, 2013.

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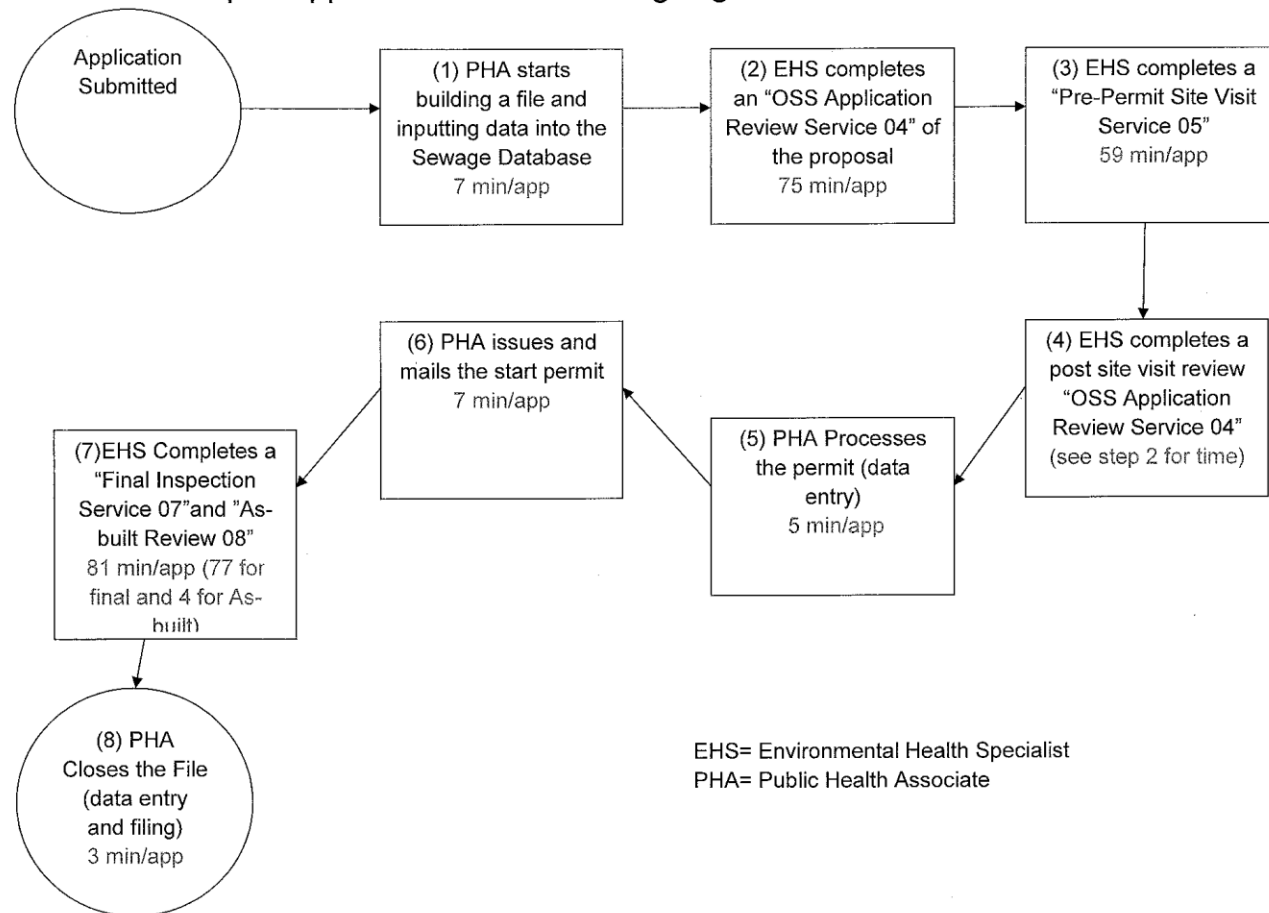
# Project Activities

- Time tracking data and permit #'s
- Determine new permit applications as a starting point
- high level flow of process (match with tracked services) detailed flows of each high level step
- Check flows for redundancy, complexities, step reductions
- Put standardized flows into practice and evaluate for at least a year (quarterly checks along the way)

# Quality Tools - Root Cause

Current State

## Septic Application and Permitting High-Level Process Flow

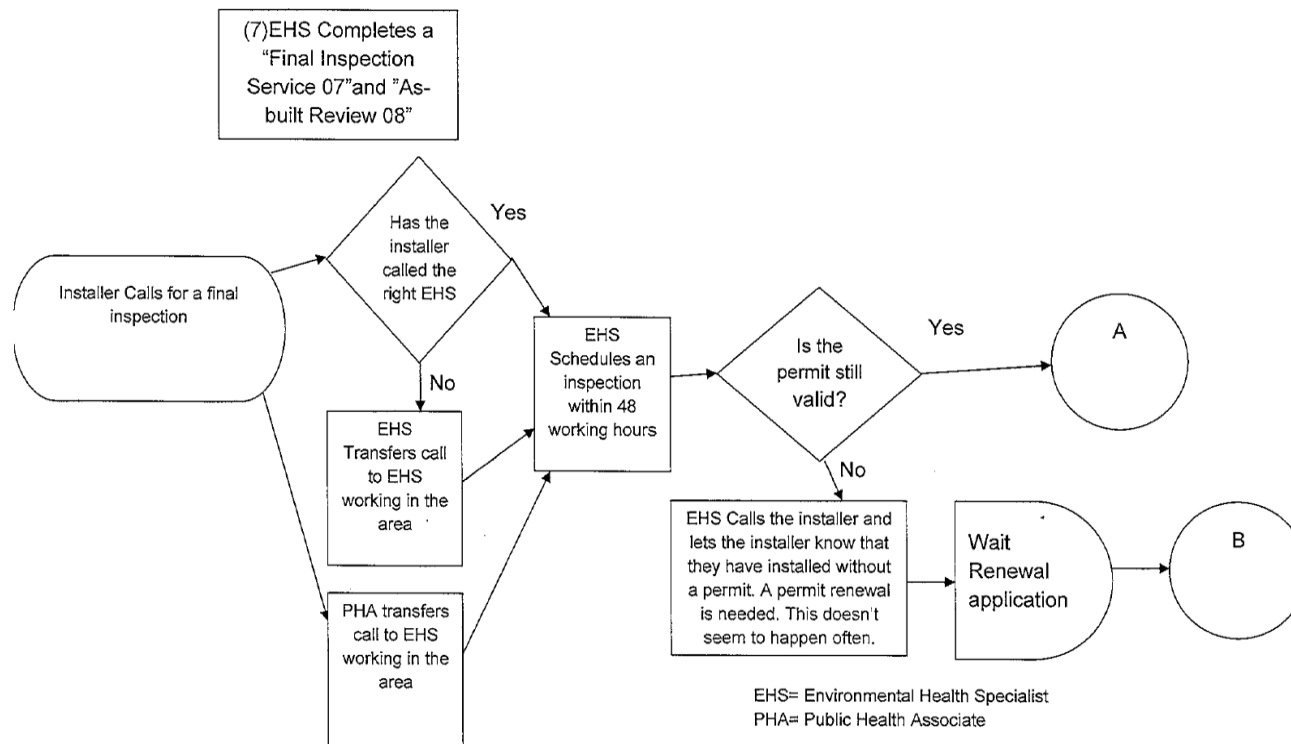


EHS= Environmental Health Specialist  
PHA= Public Health Associate

# Quality Tools - Root Cause

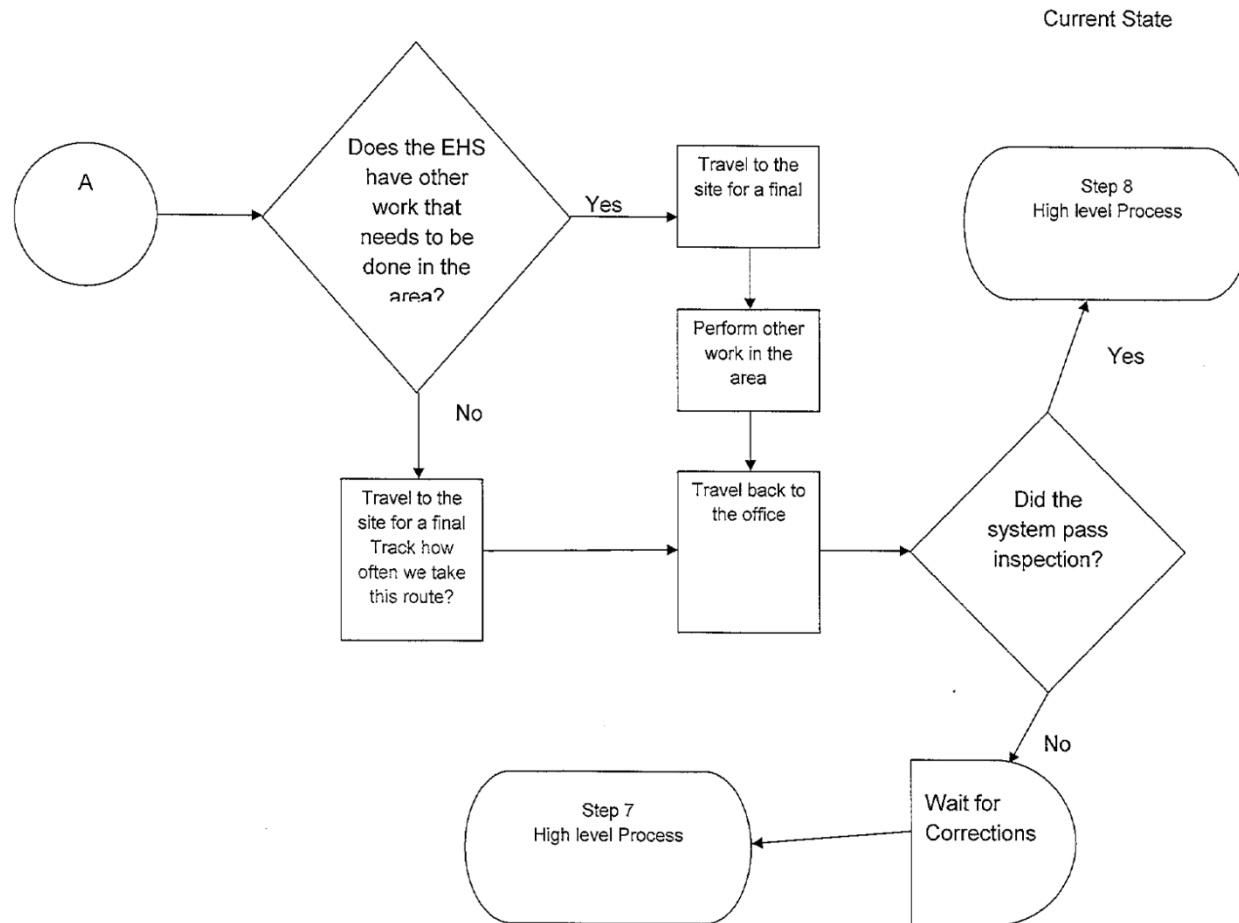
Current State

## Septic Application and Permitting Detailed Process Flow

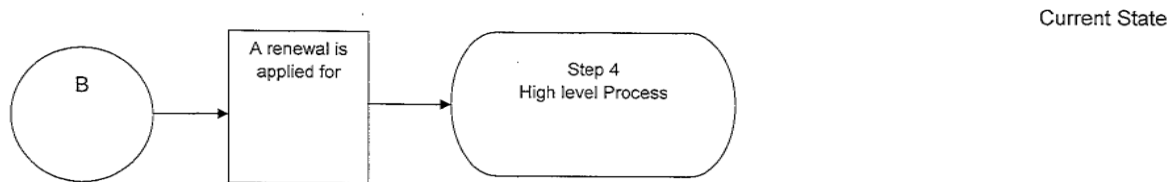




# Quality Tools - Root Cause



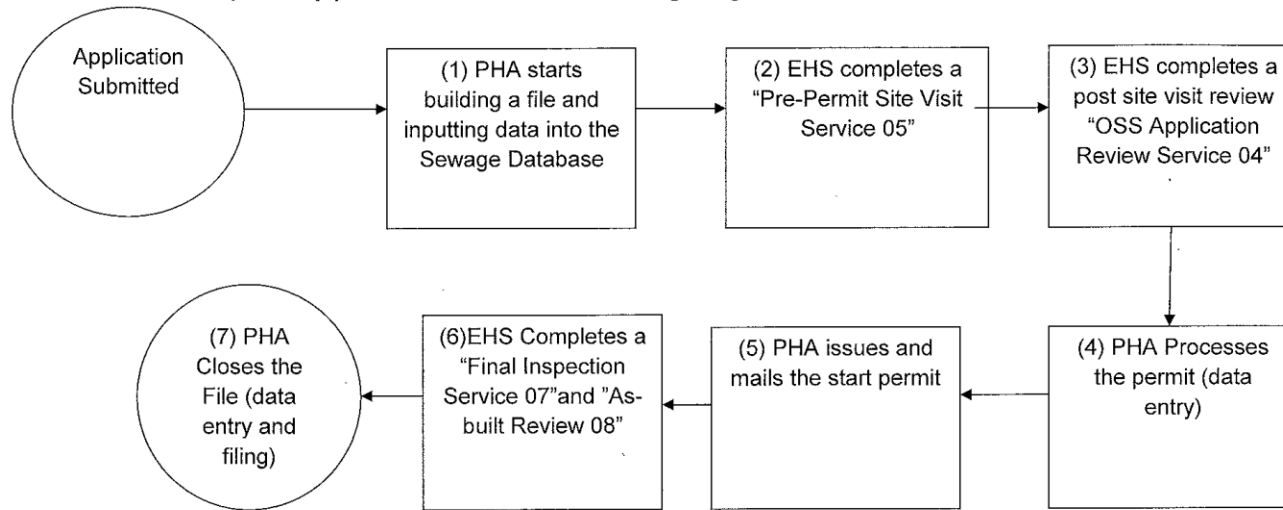
# Quality Tools - Root Cause



# Quality Tools - Improvement

Option 1 New State

## Septic Application and Permitting High-Level Process Flow

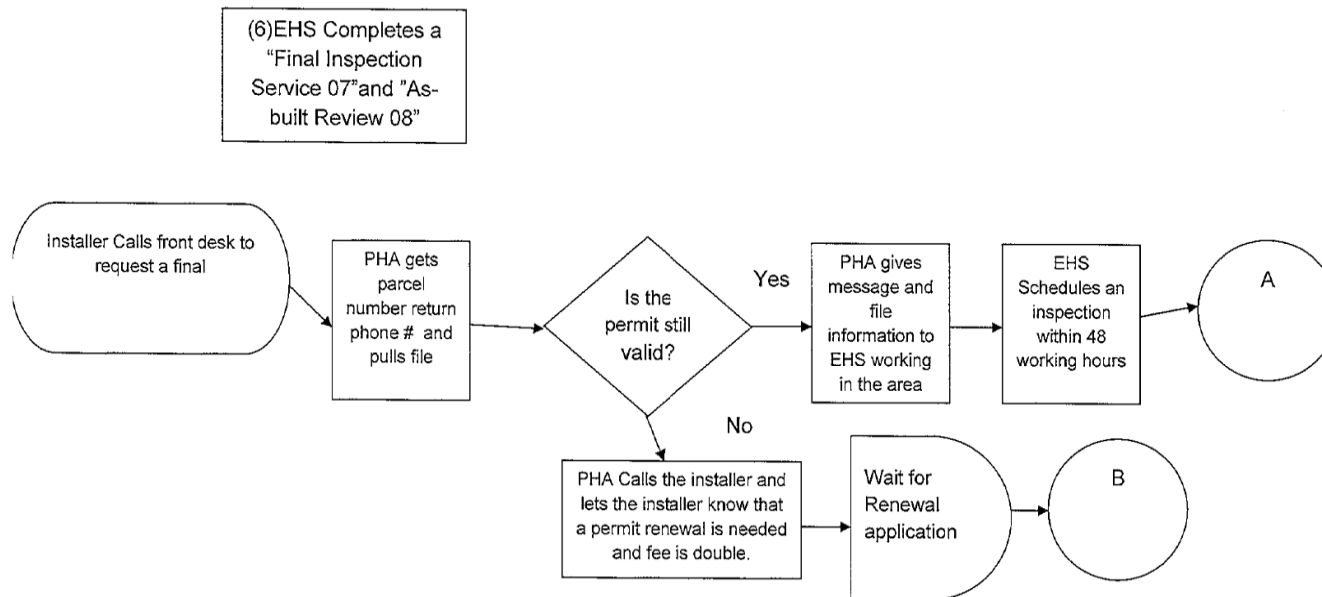


EHS= Environmental Health Specialist  
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# Quality Tools - Improvement

New State (Option 1 only)

## Septic Application and Permitting Detailed Process Flow

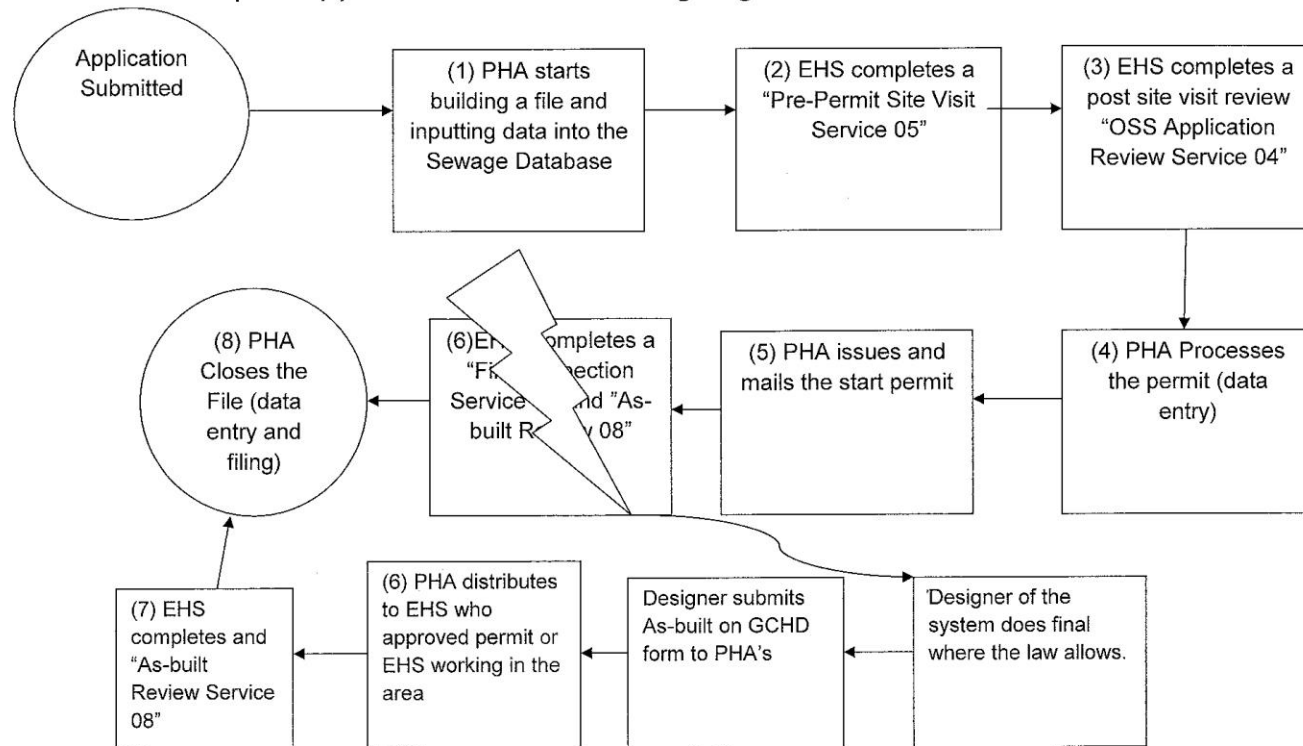


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# Quality Tools - Improvement

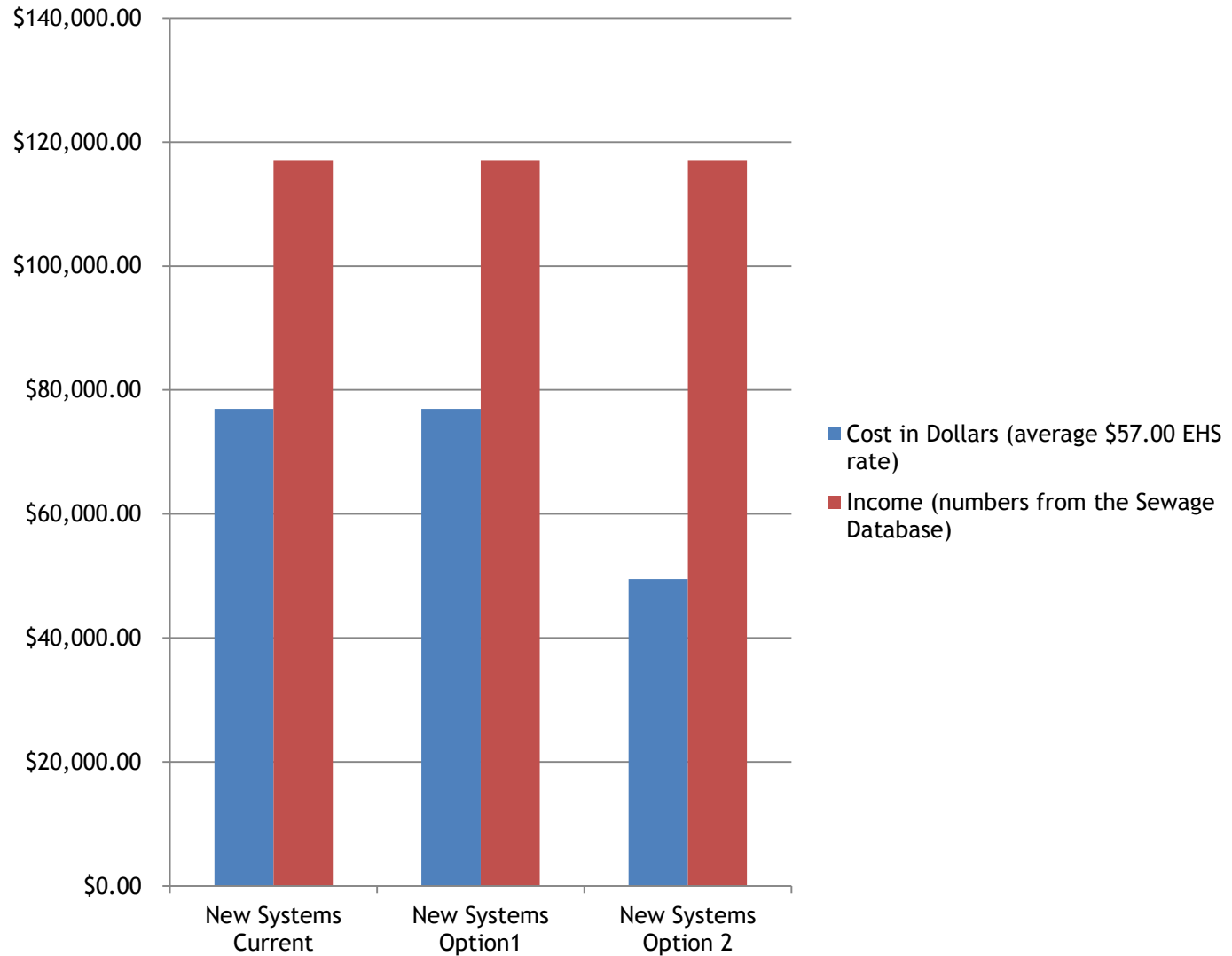
Option 2 New State

Septic Application and Permitting High-Level Process Flow



EHS= Environmental Health Specialist  
PHA= Public Health Associate

# Results - Comparison



# Next Steps

- Continue meetings with Stakeholders in order to implement Option 2 (Designer Finals)
- Measure progress with Option 1; Are there actual time savings?
- Ensure that complete applications are being accepted
- Establish a process of denial, approval or pending applications per RCW
- Inform the BOH (beginning of September)

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